



DISABILITY EVALUATION SERVICES ADMINISTRATOR I
(DEPARTMENTAL - PROMOTIONAL EXAMINATION)

EXAM CODES: 6BP08

Department:	Department of Social Services
Release Date:	March 23, 2016
Final File Date:	April 7, 2016
Exam Type:	PROMOTIONAL Departmental
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Salary:	MONTHLY-SALARY-RANGE - \$5,079.00 - \$6,311.00
Positions Exist:	STATEWIDE

EEO

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

This is a departmental promotional examination for the Department of Social Services.

1. Applicants must have a permanent civil service appointment with the California Department of Social Services as of the final filing date, in order to participate in this examination, or
2. Must be a current or former employee of the Legislature with two or more consecutive years as defined in Government Code Section 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years as defined in Government Code Section 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code Section 18991.

For applicants under item 4, if applicable, scan and attach a copy of the DD214 or other official discharge documents.

FILING INSTRUCTIONS

Applications (STD 678) must be POSTMARKED no later than the final file date. Please indicate the examination title on your application. Applications received without an examination title will not be accepted.

Applications postmarked, personally delivered, faxed, emailed or received via inter-office mail after the final file date will not be accepted for any reason.

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES.

FILE BY MAIL:

California Department of Social Services
Personnel Bureau, Exam Unit, MS 8-15-58
PO Box 944243
Sacramento, CA 94244-2430

FILE IN PERSON:

California Department of Social Services
Personnel Bureau, Exam Unit
744 P Street, OB 8, 15th Floor
Sacramento, CA 95814

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, please mark the appropriate box for Question 2 on the Examination Application (STD 678). You will be contacted to make specific arrangements.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the California Department of Social Services. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the experience and/or education requirements for this examination at the time the application is submitted. Your signature on the application indicates that you read, understood, and possess the minimum qualifications required. Applications and resumes must include: "to" and "from" dates (month/day/year), time base, civil service or private sector titles, and the duties performed. Applications without this information will be rejected from this examination.

MINIMUM QUALIFICATIONS

DISABILITY EVALUATION SERVICES ADMINISTRATOR I

EITHER I

One year experience performing the duties of a Disability Evaluation Analyst III.

OR II

Experience: Three years of experience in the medical and vocational evaluation of adult and childhood physical and mental impairments and disease processes which must have included two years in an administrative, consultative or supervisory capacity. (Experience in California state service applied toward this requirement must be performing the duties of a class with a level of responsibility equivalent to that of Disability Evaluation Analyst II.) (Experience that is limited to the determination of eligibility for financial assistance or to the placement of persons without employment handicaps is not considered qualifying experience.) Graduate work in disability determination, rehabilitation counseling, social work, or psychology, may be substituted for the required general experience on a year-for-six-months basis to a maximum of one year.

And

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

POSITION DESCRIPTION

Disability Evaluation Services Administrator I (DESA I) functions as a working supervisor of 5-15 professional and support staff, including a minimum of three professional staff in a regional or field

office setting. The DESA I may function as the supervisor of a line team, engaged in the development and adjudication of disability claims; as the supervisor of a field branch's operations component, involved in the analysis and implementation of policy/procedure, resolution of medical services issues, and the case intake process; or as the supervisor of a field branch's program support component, engaged in quality assurance activities and face-to-face evidentiary hearings. A DESA I may also function as a field branch training coordinator, responsible for training and supervising newly hired analysts during their initial training period of approximately six months and coordinating/developing resources for identified training needs in a field branch.

EXAMINATION INFORMATION

SUPPLEMENTAL APPLICATION – WEIGHTED 100%

This examination will consist of a Supplemental Application only. Applicants are required to respond to the following **five** supplemental questions. These supplemental questions are designed to identify job achievement that demonstrates ability to successfully perform the duties of Disability Evaluation Services Administrator I. Responses to the supplemental questions will be used to assess on a competitive basis, each candidate's relevant training and experience, and will be evaluated competitively by a rating committee using pre-established rating criteria. In rating the relative qualifications of candidates, consideration will be given to the extent and type of pertinent experience and education required under the minimum qualifications.

In order to obtain a position on the eligible list, a minimum rating of 70% must be attained.

INSTRUCTIONS: You are allowed 2 hours of State time. In addition to the limited State time allowed, you may use as much of your own time as you wish. Each applicant for this examination **must** complete and submit his/her responses to the supplemental questions that follow. **APPLICATIONS RECEIVED WITHOUT RESPONSES TO THE SUPPLEMENTAL QUESTIONS WILL BE REJECTED.** Candidates may use printed and electronic resources; however, you may not request assistance from supervisors or other staff.

When responding to the supplemental questions, follow these guidelines:

- Your responses **must be** typewritten or generated by word processing on 8 ½" X 11" paper.
- Your font should be **no smaller** than "12 pitch with "double" line space.
- Answer each question separately, indicating the corresponding question for each response.
- Your responses must be limited to one page per question.
- Identify each page with your full name.
- Make sure your responses are complete, specific, clear, and concise.
- Please return your state application (678), one copy of the Supplemental Questions and Conditions of Employment to the address listed on page two of this bulletin.

NOTE: Resumes, letters, and other materials will not be evaluated or considered as responses to the supplemental questions. Final results will be mailed out approximately two months after the final file date.

SUPPLEMENTAL QUESTIONS

QUESTION # 1

A DESA I must be able to independently identify and analyze situations and use the information to take action and effectively manage his/her staff. You have identified a quality issue with one of the Medical Consultants in your team. As a DESA I, what actions would you take to address the situation?

QUESTION # 2

As a DESA I, you will be responsible for promoting a variety of department and division policies. How would you support the department's equal employment opportunity (EEO) principles?

QUESTION # 3

A DESA I must apply principles of supervision, consultation, training and staff development, budget analysis and personnel management. Fostering Leadership and developing staff are departmental and division goals. As a DESA I, what actions would you take to further these goals?

QUESTION # 4

One of the challenges in being a first level manager is utilizing the principles of supervision and communicating effectively in difficult situations. As a DESA I, you have an employee who refuses to follow your direction. Describe how you would handle this situation.

QUESTION # 5

A DESA I must be able to effectively organize and direct the activities and work of others while utilizing technical knowledge and skills. As a DESA I, you have an employee whose work is significantly delayed and frequently contains errors. What actions would you take to address this situation?

CONDITIONS OF EMPLOYMENT

If you are successful in the exam, your name will be placed on the active employment list and certified to fill vacancies according to the conditions you specify on this form.

Candidate's Name: _____

Work Phone Number: _____

Email Address: _____

The following list of counties/cities identifies the locations where this class is currently used.

PLEASE CHECK the locations in which you are willing to work.

☐ ANYWHERE IN THE STATE – if checked, no further selection is necessary

OR

☐ Covina (1917) ☐ Fresno (1000) ☐ Los Angeles (1900)

☐ Oakland (0100) ☐ Roseville (3103) ☐ Sacramento (3400)

☐ Stockton (3910) ☐ Rancho Bernardo ☐ San Diego County (3700)

I certify that all the statements I have made in this application are true and correct.

Signature/Date _____

THE “CONDITIONS OF EMPLOYMENT” MUST BE COMPLETED AND SUBMITTED TOGETHER WITH YOUR STATE APPLICATION (STD 678) AND SUPPLEMENTAL QUESTIONNAIRE.

THIS CONCLUDES THE EXAMINATION PROCESS FOR THE DISABILITY EVALUATION SERVICES ADMINISTRATOR I. PLEASE REFER TO THE INSTRUCTIONS ON PAGE TWO OF THE BULLETIN FOR INFORMATION ON HOW TO RETURN YOUR APPLICATION AND EXAMINATION MATERIALS.

DISABILITY EVALUATION SERVICES ADMINISTRATOR I

A. Knowledge of:

1. Practices in the interpretation of medical reports, psychological tests, and laboratory studies.
2. Vocational implications of physical and mental impairments and disease processes.
3. Medical terminology.
4. Provisions of the Welfare and Institutions Code, Social Security Act, and other related State and Federal laws, rules, and regulations pertaining to medical and legal responsibilities in the evaluation and adjudication of claims for disability benefits.
5. Philosophy, trends, procedures, methods, and techniques used in the supervision and administration of disability claims development and adjudication.
6. Research methods.
7. Principles of supervision, consultation, training and staff development, budget analysis, and personnel management.
8. Principles of organization, administration, and management.
9. A manager's/supervisor's responsibility for promoting equal opportunity in hiring and employee development and promotion, and for maintaining a work environment which is free of discrimination and harassment.

B. Ability to:

1. Organize and direct the work of others.
2. Analyze situations accurately and take effective action.
2. Utilize and apply effectively technical knowledge and skills.
4. Establish and maintain cooperative working relationships with a variety of public and private organizations, institutions, agencies and individuals.
5. Communicate effectively.
6. Effectively promote equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

SPECIAL PERSONAL REQUIREMENTS

Demonstrated ability to act independently with objectivity, flexibility, and tact.

VETERANS PREFERENCE

Veterans' Preference Points **will not** be granted in this examination as it does not meet the requirements to qualify for Veterans' Preference credit.

DISCLAIMER

<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>

CONTACT INFORMATION

For additional information regarding this examination, you may contact the Department of Social Services Examination Unit at (916) 657-1762.

GENERAL INFORMATION

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The Department of Social Services reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

Candidates needing special testing arrangements due to a disability must mark the appropriate option on the application and/or contact the testing department.

Criminal Record Clearance Information: Some positions within various divisions of the California Department of Social Services are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e., former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination

may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in Open entrance and Open, Non-Promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for and have requested these points by mail. In Open (only) entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows, and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. In Open, Non-Promotional entrance examinations, Veterans' Preference Points are granted as follows: 5 points for veterans and 10 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the California Department of Human Resources. Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (STD. Form 1093) which is available at <http://jobs.ca.gov/Job/VeteransInformation> or from the California Department of Human Resources, 1515 S Street, Sacramento, CA 95811 and the Department of Veterans Affairs.

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
P.O. BOX 944243
SACRAMENTO, CA 94244-2430
(916) 657-1762**

California Relay Service for the Deaf or Hearing Impaired from TDD phones call: 1-800-735-2929 or from voice phones call: 1-800-745-2922.